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STATE OF MICHIGAN
DEPARTMENT OF LABOR & ECONOMIC GROWTH
LANSING

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Bureau of Workforce Programs/Transformation (BWP/BWT)
Policy Issuance (PI): 06-34, Change 6

Date: October 2, 2008

To: Michigan Works! Agency (MWA) Directors

From: Liza Estlund Olson, Director, Bureau of Workforce Transformation
(**SIGNED**)

Subject: Case Management Including Entry of Actual Hours into the One-Stop Management Information System (OSMIS)

Programs

Affected: Jobs, Education, and Training (JET)

Rescissions: PI 05-36 and changes

References: Reauthorization of the Temporary Assistance for Needy Families (TANF) Program; Final Rule: *45 CFR Parts 261, et al.*, Federal Register, Volume 73, Number 24, February 5, 2008

Reauthorization of the TANF Program, Interim Final Rule: *45 CFR Parts 261 et al.*, Federal Register, Volume 71, Number 125, June 29, 2006

Public Act (PA) 468 of 2006, dated December 20, 2006 (Enrolled House Bill 6580)

PA 471 of 2006, dated December 20, 2006 (Enrolled Senate Bill 1501)

Background: This policy updates directions regarding excused absences and holidays, in accordance with updated federal regulations. These regulations are stipulated in *The Reauthorization of the TANF Program; Final Rule*. The Final Rule

DLEG is an equal opportunity employer/program.
Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

was issued February 5, 2008, with an effective date of October 1, 2008. The Final Rule replaces the Interim Final Rule, dated June 29, 2006, which guided previous directions.

This policy also includes language reiterating that supportive services are to be provided as appropriate through participants' 180-day job retention periods, including to those participants whose Family Independence Program (FIP) case closes due to income prior to the end of the 180-day retention period and to those participants whose Extended Family Independence Program (EFIP) case closes prior to the end of the 180-day retention period.

Policy:

The JET Program is designed to establish and maintain a connection to the labor market for individuals referred from the Department of Human Services (DHS), while offering educational and training opportunities and job search/job readiness activities to increase the individual's income, therefore, reducing or eliminating a family's need for public assistance.

This policy specifies required procedures regarding general case management, the provision of supportive services, 180-day job retention, EFIP participants, triage meetings, the Family Automated Screening Tool (FAST), the Family Self Sufficiency Plan (FSSP), entry of educational and training outcomes, acceptable documentation for entry of actual hours of participation into the OSMIS, excused absences, and holidays.

The effective date of this policy issuance is October 1, 2008.

Case Management

MWAs must provide case management activities as necessary to assist participants in obtaining employment at sufficient wage and hours to eliminate the need for FIP assistance. MWAs shall make every effort to place a minimum of 50 percent of clients who participate in the JET Program in positions that provide wages of \$8 per hour or more. Examples of case management activities include working with employers to develop career ladder programs and/or provide more working hours to a participant, enrollment of participants into training programs, assessing needs for supportive services, consulting with the participant's DHS Family Independence Specialist (FIS) to address situational barriers, and using other community agencies for additional necessary services. Three-way meetings are encouraged to take place as necessary, to further address situational barriers, increase communication between parties, and generate resolutions to conflicts prior to acts of non-compliance and required triage meetings. Case managers of JET participants may participate in home calls with the DHS specialists at the MWA's discretion.

The MWA must conduct a case management follow-up with the participant at 30, 60, 90, and 180 days after employment, and not less than once every 90 days thereafter for the duration of the participant's receipt of FIP/EFIP payments and enrollment in JET. The purpose of such contacts is to identify and address barriers that may affect the participant's job retention, and to identify possible supportive service needs. The method of follow-up is left to the discretion of the MWA, but it must be clearly documented. MWAs are encouraged to exercise the discretion of more frequent follow-up than the mandated intervals.

Supportive services are to be provided in accordance with the MWA's local supportive services policy and in accordance with BWT PI 06-33 and subsequent changes. Supportive services are to be provided as appropriate through the 180-day job retention period. Please note that this also applies to those individuals whose FIP case closes due to income prior to the end of the 180-day retention period and to those individuals whose EFIP case closes prior to the end of the 180-day retention period. JET participants receiving FIP payments or EFIP payments beyond the 180-day retention period may be provided supportive services at the MWA's discretion and funding availability. However, please note that public transportation allowances or private automobile mileage reimbursement may only be provided to participants **enrolled in education or training activities** after the 180-day retention period has been completed.

MWAs are required to record all appropriate case note information in a timely manner, including identified barriers and steps taken to remove them, supportive services records, and employment information from each follow-up. Participant information required to be reported on the One-Stop Management Information System (OSMIS) such as activity data, beginning and ending dates, participant status, and 180-day job retention data must be entered on the OSMIS within two business days of obtaining the information. MWAs are encouraged to also record case note information in the OSMIS in preparation for future integration of management information systems.

Please note that MWAs are no longer required to participate in willingness to comply tests described in rescinded BWP PI 02-05 and its changes. If an MWA desires involvement in willingness-to-comply tests in its area, it may participate through local agreement with the DHS office. MWAs should, however, be involved in assigning the activities subsequent to a participant's triage that a participant must complete to avoid further negative action. Triage procedures are described in further detail in this policy.

180-Day Job Retention

To comply with legislative requirements, MWAs must track and report 180-day job retention status of all participants who obtain positions in

unsubsidized employment. Participants who have been placed into unsubsidized employment must remain employed for 180 calendar days to be reported as completing 180-day job retention requirements. In addition, the participant must have worked, based on a monthly average, the required federal minimum number of weekly participation hours relative to their case circumstances, as specified in the Allowable Activities BWT PI 06-11 and its changes, to be reported as completing 180-day job retention.

If there is a break of 7 calendar days or less in a participant's employment status, or a 14 calendar day break occurs that is the result of a cyclical layoff during the 180-day period, there is no requirement to start the retention period over. However, if the break is more than 7 calendar days, or more than 14 calendar days resulting from a cyclical layoff, the 180-day job retention period must begin over from zero.

For the purposes of this policy issuance, a cyclical layoff is a layoff of 14 days or less that is related to business or production cycles. The participant must return to work with the same employer at the end of the layoff period. In the case of participants who work with temporary agencies, the participant may return from the cyclical layoff to work at a comparable work site as long as he/she is an employee of the same temporary agency.

If an individual is still receiving regular FIP payments 180 days after obtaining employment, the participant should not be terminated from the OSMIS. The MWA must continue to provide the required case management contacts for the duration of the individual's receipt of FIP and EFIP payments to verify that work participation requirements are being met.

Supportive services are to be provided in accordance with the MWA's local supportive services policy and in accordance with BWT PI 06-33 and subsequent changes. Supportive services are to be provided as appropriate through the 180-day job retention period. Please note that this also applies to those individuals whose FIP case closes due to income prior to the end of the 180-day retention period and to those individuals whose EFIP case closes prior to the end of the 180-day retention period. JET participants receiving FIP payments or EFIP payments beyond the 180-day retention period may be provided supportive services at the MWA's discretion and funding availability. However, please note that public transportation allowances or private automobile mileage reimbursement may only be provided to participants **enrolled in education or training activities** after the 180-day retention period has been completed.

The MWAs must record the 180-day job retention information on the OSMIS using the corresponding Welfare Reform Job Retention screen.

The 180-day job retention reporting is not required for Non-Cash Recipients and Non-Custodial Parents.

EFIP

The DHS will provide a payment of \$10 per month for six months to individuals whose FIP case would have otherwise closed due to earnings, **if those individuals continue to meet federal work participation requirements, per Section 57s of PA 471.** The DHS extends the FIP case and it becomes an EFIP case. Such case outcomes are captured as case closures due to income on the OSMIS. All case closures due to income should be considered EFIP cases upon the case closure due to income notification.

MWAs must ensure that EFIP recipients who are working through the MWA are meeting federal participation requirements. If, based on a monthly average, an EFIP recipient's hours of employment are less than his/her federally required hours of participation, the individual must participate in the additional allowable activities necessary for the participant to meet federal participation requirements.

EFIP participants' hours of participation should be verified and reported according to the documentation requirements stipulated in the *Acceptable Forms of Documentation* section of this policy (hours of participation in unsubsidized employment may be projected for up to six months).

If an MWA is unable to obtain documentation to support an EFIP participant's hours of participation within four weeks of the notification of the case's transfer to EFIP, the MWA may terminate the EFIP participant from the OSMIS using the code "Refused EFIP Services" and notify the DHS caseworker of the termination.

If an EFIP participant declines MWA services, the MWA may immediately terminate the participant from the OSMIS, using the code "Refused EFIP Services" and notify the DHS caseworker of the termination.

If an EFIP participant changes employers prior to reinstatement of regular FIP payments, documentation from the **new** employer must be submitted in order to project hours.

If the MWA receives notification of a participant's movement from EFIP to regular FIP payments, the MWA must complete the outcome data for the participant on the OSMIS and terminate the existing referral. The MWA must then manually enter a new referral on the OSMIS for the participant, in order to collect the new referral statistic. The MWA must

indicate on the OSMIS that the participant has "Attended Orientation". No action is required from DHS.

Supportive services are to be provided in accordance with the MWA's local supportive services policy and in accordance with BWT PI 06-33 and subsequent changes. Supportive services are to be provided as appropriate through the 180-day job retention period. Please note that this also applies to individuals whose FIP case closes due to income prior to the end of the 180-day retention period or whose EFIP case closes prior to the end of the 180-day retention period. JET participants receiving FIP payments or EFIP payments beyond the 180-day retention period may be provided supportive services at the MWA's discretion and funding availability. However, please note that public transportation allowances or private automobile mileage reimbursement may only be provided to participants **enrolled in education or training activities** after the 180-day retention period has been completed.

Triage Meetings

For instances of work participation-related non-compliance, a triage meeting must be scheduled with the participant, the FIS worker, and the MWA case manager to determine if "good cause" circumstances exist for the non-compliance. Michigan Rehabilitation Services (MRS) counselors should be included in triage meetings when it is necessary or appropriate, in accordance with the JET Program policies and the corresponding local agreements.

In accordance with Section 57g (12) of PA 468, if the FIS worker and the MWA case manager both agree that "good cause" exists for the participant's non-compliance, penalties should not be imposed upon the participant. Examples of good cause for non-compliance may be found at DHS Program Eligibility Manual 233A, at: <http://www.mfia.state.mi.us/olmweb/ex/pem/233A.pdf>. Triage meetings **must be scheduled before any negative action** such as case closure. Once the instance of non-compliance occurs, the MWA staff must contact DHS to schedule necessary triage meetings.

The DHS is ultimately responsible for sending the triage meeting notices to the MWA, participant, and if applicable, to MRS, although other local agreements for the coordination of triage meetings may be made. The format of the triage (i.e., in-person, via telephone conference call, or other means of communication that allow for immediate exchange of ideas) is a local decision, so long as the FIS worker, MWA case manager, participant, and if appropriate, MRS counselor, participate in the communication.

If the FIS worker, MWA case manager, and if applicable, MRS representative do not agree as to whether good cause exists for the non-compliance, the case

must be forwarded to the immediate supervisors of each party involved to reach an agreement.

Triage meetings are not required for the following termination reasons:

- Found ineligible after referral
- Deferred
- FIP case closure-Other
- FIP case closure-Income
- Refused EFIP Services
- Participant Death

MWAs are not required to participate in triage meetings for FIP applicants referred from DHS who fail to show or call for an orientation at JET. No show/no call referrals should not be activated in the OSMIS.

Please note the following required procedures for participants who attend orientation but fail to show/call for a subsequent JET activity assignment:

- If a referral attends orientation, but fails to show/call for a subsequent JET activity, MWAs must participate in a triage if the participant's FIP case **is active**.
- If a referral attends orientation, but fails to show/call for a subsequent JET activity, MWAs are **not** required to participate in a triage if the participant's FIP case is **not active**.

MWAs may determine whether a JET participant's FIP case is active by viewing the "FIP/RAP Status" column on the "FSSP Home" screen in the participant's FSSP.

When a triage meeting is determined necessary, MWAs must place participants into the "Assign to Triage" activity on the OSMIS and indicate the reason for the triage. Please note, when entering the "Start Date" on the "Assigned to Triage" screen on the OSMIS, MWAs must enter the date the participant appears to have not cooperated (i.e. the date the participant failed to show to an activity in which they were assigned to participate).

Subsequent to a triage meeting, if the participant is to be terminated from JET, the MWA is to terminate the participant from the OSMIS and indicate the termination reason. If the participant is determined to have had good cause, the activity in which the participant is to proceed must be indicated on the OSMIS and usual OSMIS procedures should be followed. If a participant fails to show to a scheduled triage, the MWA is allowed to discontinue the provision of case management and supportive services and may terminate him/her from the OSMIS indicating the reason for termination.

Policies regarding the implementation of triage meetings and corresponding procedures must be explained to participants during their required introduction to the program at intake.

FAST

The FAST is a 50-question, web-based participant self-assessment designed to identify the participant's strengths and barriers. The FAST is to be completed by the participant and takes approximately 30 minutes to complete, depending on the individual's reading and computer skills. The participant's responses to the questions will assist in the development of the FSSP, described below.

All JET participants must complete and submit a FAST within 30 days of the initial interview with the DHS case manager. Completion of the FAST is the participant's responsibility. MWAs may assist with participants' completion of the FAST if they have the resources to do so. The FAST is available to participants at www.michigan.gov/fast, in both English and Spanish. The client must select an answer to every question even if he/she chooses "skip." When the client submits the completed FAST, he/she will be given a confirmation number to document their completion of the FAST. Participants with active FIP cases that were opened prior to FAST completion requirements must complete a FAST at re-determination of FIP eligibility.

FSSP

The FSSP is a web-based service plan designed for multiple agencies to share data that pertains to mutual participants. The FSSP is accessible to MWAs through the OSMIS. It is used to collect, document, and report on participants' participation in employment, education, and family strengthening activities that will support success in self-sufficiency. Currently, the work participation activities assigned to participants and actual hours of participation are collected from the OSMIS and displayed on the FSSP the following day.

MWAs must enter a Contract Agreement Date (the "Date Attended Orientation" recorded on the Welfare Reform Registration screen on the OSMIS) under the Personal Contract tab in the FSSP within 60 days of the participant's attendance at orientation. The Contract Agreement Date indicates when the participant was explained the JET program participation requirements and facilitates enforcement of sanctions for non-compliance with program obligations.

Please note that entry of a Contract Agreement Date completes the initial development of the FSSP and that lack of a Contract Agreement Date will cause open FIP cases to appear as having overdue FSSPs on the DHS system

reports. Such a denotation may result in a triage for the participant's lack of agreement to an FSSP.

If the MWA is unable to enter a Contract Agreement Date, it must contact DHS to discuss the necessary steps to enable entry of the date.

MWAs must continue to complete an Individual Service Strategy (ISS) on the OSMIS for all participants within 30 days of Bureau of Workforce Transformation program enrollment, in accordance with BWP PI 06-10. System enhancements will be made in the future to automatically transfer ISS data on the OSMIS to the FSSP.

Entry of Educational and Training Outcomes

Pursuant to state legislative requirements, MWAs must enter into the OSMIS all JET participants' educational and training outcomes prior to participants' termination/case closure. In the registration component of the OSMIS, case managers will be required to indicate whether or not the participant obtained a High School Diploma/General Educational Development, an Associate Degree, other post-secondary degree, or other training credentials during enrollment in JET. All educational and training outcomes must be verified by the MWA prior to being entered into the OSMIS.

Entry of Actual Hours of Participation

MWAs must enter participants' actual hours of participation into the OSMIS. Actual hours must be supported by the appropriate documentation as specified in this policy. Planned hours may not be considered and entered as actual hours.

Actual hours must be entered into the OSMIS within **two calendar weeks** of the end of the week in which the activity was completed, with the exception of paid work activities, which may be projected for up to six months, with appropriate documentation as specified in this policy. Each week is defined on a **Sunday through Saturday** basis.

Until system enhancements have been made to automatically track limits on countable participation time for specific allowable activities, reported participation time must be tracked manually by the MWA to ensure that countable participation time limits are not exceeded.

Technical instructions for the entry of actual hours into the OSMIS can be found in the attachment to this policy issuance.

Acceptable Forms of Documentation

All hours of participation reported as actual hours on the OSMIS must be supported by the documentation requirements specified below. Documentation records may be in electronic or paper form.

Paid Work Activities

For *unsubsidized employment* (excluding self-employment), *subsidized employment*, and *on-the-job training*, an MWA may report projected actual hours of employment participation for up to six months based on current, documented actual hours of work, assuming hours worked will remain constant.

MWAs must use an average of the hours reported on a minimum of two consecutive pay stubs or written wage statements provided by the employer to project hours of paid work. Information from third party verification services such as “TALX”, documenting two consecutive pay periods, may also be used. Documents must include the participant’s name, the participant’s actual hours of participation, the name of the employer or work site supervisor, and the name and telephone number of the individual providing the documentation.

If written documentation cannot be obtained, a telephone contact with the employer or an authorized representative of the employer may be used as documentation. Documentation of telephone contacts must include the time and date of the call, the participant’s name, the participant’s actual hours of participation (over two consecutive pay periods), the name of the employer or work site supervisor, the name and telephone number of the individual providing the information, and the name of the JET staff person who made the telephone contact.

Any time an MWA receives information that the participant's actual hours of work have changed, or no later than the end of any six-month period, the MWA must re-verify the client's current actual average hours of work, and may report these projected actual hours of participation for another six-month period.

Self-Employment

Actual participation hours for self-employment may also be projected for up to six months, based on one month of tax or income records. These records may include copies of personal checks, business receipts, billing invoices, or accounting records. The following formula must be used to determine self-employment hours:

Net business sales (gross revenues - expenses) per month divided by the federal minimum wage = total actual hours per month.

The calculated actual self-employment hours per month must be converted to average actual hours per week and entered accordingly into each one-week period on the OSMIS.

Guidelines used for determining allowable self-employment activities and allowable self-employment expenses must be consistent with the countable self-employment income guidelines used by DHS in determining TANF eligibility. These guidelines can be found in DHS Program Eligibility Manual 500 at <http://www.mfia.state.mi.us/olmweb/ex/pem/500.pdf>.

Self-reporting by a participant without additional verification is not sufficient documentation.

Unpaid Work Activities

Participation in unpaid work activities must be verified every two weeks, with the appropriate documentation as specified below.

For *Job Search and Job Readiness Assistance*, a time sheet or sign-in/sign-out sheet must substantiate actual hours entered into the OSMIS. All documentation must include the participant's name, actual hours of participation, and the name and contact information of the work site supervisor.

In order to count job search activities that a participant engages in **outside of the MWA service center**, participants must maintain a daily record of all employers visited or contacted and all such employers' contact information. The record must list all employers visited in person or contacted via telephone, fax, or Internet, and must list the time spent engaged in making the contacts. The record must include the name and location of the employer, and the name and telephone number of the person who received the employment application or who handled the job search contact. The MWA must conduct random reviews of the listed employers on each job search record submitted by the participant (one of which should be submitted no less than every two weeks) to ensure the validity of the reported participation hours. If travel time between interviews is included in reported JSJR time, the MWA must verify that the time is an accurate representation of the time required to travel between the locations.

For *Work Experience Programs (WEP)*, *Community Service Programs (CSP)*, *Providing Childcare Services to an Individual Who is Participating in a CSP*, *Vocational Educational Training*, *Job Skills Training Directly Related to Employment*, and *Education Directly Related to Employment*, a time sheet or

sign-in/sign-out sheet must substantiate actual hours entered into the OSMIS. All documentation must include the participant's name; actual hours of participation; the name of the work site supervisor, educational provider, or other service provider; and the name and phone number of the individual verifying the information.

For Satisfactory Attendance at Secondary School or in a Course of Study Leading to a Certificate of General Equivalence, time spent in a course of study leading to a certificate of general equivalence must be verified with a time sheet or sign-in/sign-out sheet. All documentation must include the participant's name; actual hours of participation; the name of the work site supervisor, educational provider, or other service provider; and the name and phone number of the individual verifying the information. *Attendance at a secondary school* may be documented with attendance records or other similar documentation used by the school.

Study Time

A limited amount of supervised and unsupervised study time, as specified in Allowable Activities PI 06-11 and changes, may be counted under the activities *Vocational Educational Training (Vocational Occupational Training)*; *Job Skills Training Directly Related to Employment*; *Education Directly Related to Employment*; and *Satisfactory Attendance at Secondary School or in a Course of Study Leading to a Certificate of General Equivalence*. If study time is reported as participation time under one of these activities, the MWA must provide documentation from the educational institution stating the homework/study expectations of the program to ensure that the time reported does not exceed those hours. In order to be counted towards participation requirements, supervised study time must be supervised in a formal study hall at the MWA or the educational institution, where an MWA staff person or appropriate representative of the educational institution can verify the participant's hours of study on a timesheet. Please refer to Allowable Activities PI 06-11 and changes for further requirements and limitations on countable study time.

Distance Learning

Distance learning may be counted under the activities *Vocational Educational Training (Vocational Occupational Training)*; *Job Skills Training Directly Related to Employment*; *Education Directly Related to Employment*; and *Satisfactory Attendance at Secondary School or in a Course of Study Leading to a Certificate of General Equivalence*. In order for distance learning to be counted towards participation time in these activities, MWAs must provide documentation from the educational institution explaining how hours of participation in distance learning are monitored. The institution's methodology of verification must be approved in writing by the MWA. If

computer log-in/log-out times are used as documentation, the periods must be verifiable by the educational institution as periods in which progress was made. Documentation from the educational institution is also required stating the total hours that are required or advised for completion of the program. Total time counted for participation in distance learning programs may not exceed the hours required or advised by the educational institution for the particular program.

Excused Absences and Holidays

Paid Work Activities

Actual hours reported for paid work activities (Unsubsidized Employment, Subsidized Employment, and On-the-Job Training) may include all hours for which an individual was paid, including paid holidays and sick leave.

Unpaid Work Activities

Actual hours reported for participation in unpaid work activities (Job Search/Job Readiness; WEPS; CSPs; Provision of Childcare Services to Individuals Participating in CSPs; Vocational Educational Training; Job Skills Training Directly Related to Employment; Education Directly Related to Employment; and Satisfactory Attendance at a Secondary School or in a Course of Study Leading to a GED) may include hours missed on the holidays listed below and a maximum of 80 additional hours of excused absences in the preceding 12-month period, no more than 16 of which may occur in a month. The beginning and ending dates for each reporting month may be found in the OSMIS.

Excused absences are to be granted at the MWA's discretion. In order to count an excused absence or holiday as actual hours of participation, the individual **must have been scheduled** to participate in the work activity for the period of absence that the MWA reports as participation time. An absence due to an office closure (including office closures due to a holiday not listed below) is to be counted as one of the participant's excused absences.

Participants may be excused from more than the maximums listed above, however, any excused absence time beyond the above-stated maximums will not count towards federal participation requirements.

MWA staff shall grant MWA participants' excused absences and DHS staff shall grant DHS participants' excused absences. The appropriate case manager must document the following information in the respective case record:

- Date of the absence,

- Reason for the absence,
- Approval or denial of the absence, and
- Case manager initials or signature and date of determination.

The 12-month period begins anew October 1, 2008. Excused absences granted prior to this date will not be included in participants' above-stated durational limits.

The following holidays may be counted towards actual hours reported for unpaid activities, **for hours in which the participant was scheduled to participate**. For example, if a participant is scheduled to participate in a WEP every Monday for 4 hours, the participant may receive four countable hours of WEP for Labor Day (if Labor Day were to occur during the individual's enrollment in the program), without being required to participate in the WEP that day. A maximum of eight hours per holiday may be counted towards participation requirements.

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Fourth of July
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

Please note that the excused absences and holiday policies do not apply to participation in paid work activities. Actual hours reported for paid work activities may only include hours for which an individual was paid.

Excused absences and holiday time must be recorded in the appropriate fields on the OSMIS. The OSMIS will provide a warning when hours of excused absences entered exceed the above stated limits. For holiday time, a maximum of eight hours may be entered in the OSMIS for weeks with one holiday and a maximum of sixteen hours may be entered for weeks with two holidays. The OSMIS will provide a warning if the number of holiday hours entered exceed the maximum number of countable holiday hours for that particular week.

Data Validation

The state uses a "Stratified Simple Random Sample" process to monitor and report actual hours of participation. Random participant case files are requested of MWAs on a monthly basis (data validation). Documented actual

hours are compared with participants' assigned participation requirements. The State of Michigan's overall participation rate is extrapolated from the results of the sample.

Found Ineligible Referrals

Please note the following automated OSMIS procedures regarding individuals who are "found ineligible" by DHS subsequent to being referred.

If an individual is found ineligible for FIP benefits after being referred to the MWA, and the individual **has not** attended orientation, the OSMIS will set the "Last Day to Attend" on the OSMIS to the date the individual was found ineligible and will inactivate the record. No action is required of the MWA.

If an individual is found ineligible for FIP benefits after being referred to the MWA, and the individual **has** attended orientation and has not been terminated by the MWA, the OSMIS will review the transaction file for service code 01, 14, 20, 30, 31, 32, 50, 72, or 73 without an End Date. If there is an active service code of 01, 14, 20, 30, 31, 32, 50, 72 or 73, no further action is performed by the system. The MWA should assess these cases and determine whether services should continue to be provided to the individuals. If there is not an active service code of 01, 14, 20, 30, 31, 32, 50, 72 or 73, the system will terminate the record as "WR_WF_INELIGIBLE".

Action: MWA officials shall take the appropriate actions necessary to implement the directives of this policy issuance. Instructions for the entry of actual hours within the OSMIS can be found in the attachment to this policy issuance.

Inquiries: Questions regarding this policy issuance should be directed to your Welfare Reform state coordinator at (517) 335-5858.

The information contained in this policy issuance will be made available in alternative format (large type, audio tape, etc.) upon request to this office.

**Expiration
Date:**

Continuing

LEO:SS:be
Attachments

ENTRY OF ACTUAL HOURS INTO THE ONE STOP MANAGEMENT INFORMATION SYSTEM

Actual Hours can be accessed from either the Enter Activities screen or the Update Activities screen. Hours can only be entered for Jobs, Education, and Training (JET) participants. No hours can be entered for the Non-Custodial Parent, Non-Cash Recipient, or Food Assistance Programs.

Clicking on Enter in the Actual Hours column opens the Enter Actual Hours screen. Here you can put in hours for each week of an activity. The week time period runs from Sunday to Saturday and you cannot enter hours for a week until today's date is subsequent to Sunday's date of the week you want to enter (see picture below).

Update/View Participant Activities

[Access DHS-FSSP](#)

NAME: YES JET	MWA Referral Type: Work First Referral - 1	Current Staff: CENTRAL STAFF DCD ACSET Admin-Grand Rapids
Customer ID: JETYE0818	Client/Recipient ID#: 61852301	Case Number: X2964171A
FIP Family Status: (1) Single Parent Family	EFIP Status: -	WF Participant Count: 1
Participation Hours: 20 - changed on 09/15/2008	Eligibility Date: 04/10/2008	JS/JR Limit: 240 hours
FAP Grant Amount: 133	FIP Grant Amount: 10	RAP Grant Amount: 0

Program: Work First

Date Attended Orientation: 03/29/2006

Activity	Begin Date	Estim. End Date	End Date	Employer Name	Hours	Service Location	Actual Hours
Unsub. Private Sector Emp.	07/09/2007	10/07/2007	-	NWLB	30	ACSET Admin-Grand Rapids	Enter
Jobs Skill Training	07/09/2007		-	-	10	ACSET Admin-Grand Rapids	Enter
General Equivalency Diploma	03/30/2006		-	-	30	ACSET Admin-Grand Rapids	Enter

To Enter Actual Hours

Actual Hours can be recorded for existing and new clients. For hours of participation in activities which began prior to the date that Actual Hours are required to be entered into the One-Stop Management Information System (OSMIS), it is not necessary to input activity data. However, after implementation of the policy requiring data entry of Actual Hours, no gaps are allowed in the subsequent weeks that are entered. If you wish to skip a week, you must enter 0 hours for that week.

Hours for most activities must be entered week-by-week. However, for employment-related activity codes 1, 14, 19, 20, 30 and 31, hours can be pre-filled up to 26 weeks into the future from the current date. On the Enter Actual Hours screen, type in the number of hours for this activity, select the beginning week and the ending week and then click Autofill Actual Hours (see picture below).

Enter Actual Hours

[Access DHS-FSSP](#)

NAME: YES JET	MWA Referral Type: Work First Referral - 1	Current Staff: CENTRAL STAFF DCD ACSET Admin-Grand Rapids
Customer ID: JETYE0818	Client/Recipient ID#: 61852301	Case Number: X2964171A
FIP Family Status: (1) Single Parent Family	EFIP Status: -	WF Participant Count: 1
Participation Hours: 20 - changed on 09/15/2008	Eligibility Date: 04/10/2008	JS/JR Limit: 240 hours
FAP Grant Amount: 133	FIP Grant Amount: 10	RAP Grant Amount: 0

Use this section to auto-fill Actual Hours for the given Date Range :

Enter these Actual Hours:

for the inclusive range of weeks starting: Sunday 07/08/2007 ▼

and ending: Sunday 03/15/2009 ▼

Use this section to manually enter Actual Hours:

Row#	Week Begin Date	Actual Hours	Excused Absence Hours	Holiday Hours	Type of Holiday
1	07/08/2007	<input style="width: 40px;" type="text"/>	N/A	N/A	N/A
2	07/15/2007	<input style="width: 40px;" type="text"/>	N/A	N/A	N/A
3	07/22/2007	<input style="width: 40px;" type="text"/>	N/A	N/A	N/A
4	07/29/2007	<input style="width: 40px;" type="text"/>	N/A	N/A	N/A

Excused Absence and Holiday Hours are entered into the same screen as other actual hours. When entering **Excused Absences** a maximum of 80 additional hours in the preceding 12-month period may be entered, no more than 16 of which may occur in a month (see picture below). If the limits are exceeded, a warning message will be displayed. In order to count an excused absence or holiday as actual hours of participation, the individual must have been scheduled to participate in the work activity for the period of absence that the MWA reports as participation time. An absence due to an office closure (including office closures due to a holiday not listed in the text of this policy) is to be counted as one of the participant's excused absences.

Enter Actual Hours

- ♦ The number of **Excused Absence Hours** you specified in **Row# 1** would cause the overall number of such hours for the month of **September, 2008** across all of this Applicant's Actual Hours records, to total 17 hours. The "Excused Absence" limit is 16 hours per month and all other hours will not count toward Work Participation.
- ♦ If the information you entered is correct, please 'Confirm' to update the registration

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NAME: YES JET MWA Referral Type: Work First Referral - 1 Current Staff: CENTRAL STAFF DCD
ACSET Admin-Grand Rapids
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FIP Family Status: (1) Single Parent Family EFIP Status: - WF Participant Count: 1
Participation Hours: 20 - changed on 09/15/2008 Eligibility Date: 04/10/2008 JS/JR Limit: 240 hours
FAP Grant Amount: 133 FIP Grant Amount: 10 RAP Grant Amount: 0

Use this section to manually enter Actual Hours:

Row#	Week Begin Date	Actual Hours	Excused Absence Hours	Holiday Hours	Type of Holiday
1	09/14/2008		17	N/A	N/A

Activities with an **End Date** prior to the date that Actual Hours were required to be entered in the OSMIS will show Not Applicable in the Actual Hours column. Weeks in which actual hours are entered must fall between the Begin Date and the End Date of the activity.

Confirm Activities

Job Search and Job Readiness Asst.

- ♦ **Warning:** By giving this activity's Start Date a new value, the application will automatically create Actual Hours records with a default value of zero (0) hours for all weeks starting with the week of Sunday 03/30/2008 and up to the week of Sunday 08/24/2008. Please 'Confirm' if you wish to continue with this change anyway.

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NAME: YES JET MWA Referral Type: Work First Referral - 1 Current Staff: CENTRAL STAFF DCD
ACSET Admin-Grand Rapids
Customer ID: JETYE0818 Client/Recipient ID#: 61852301 Case Number: X2964171A
FIP Family Status: (1) Single Parent Family EFIP Status: - WF Participant Count: 1
Participation Hours: 20 - changed on 09/15/2008 Eligibility Date: 04/10/2008 JS/JR Limit: 240 hours
FAP Grant Amount: 133 FIP Grant Amount: 10 RAP Grant Amount: 0

If hours have been entered for an activity and then the **Begin Date** is moved backward, the System will provide a warning that moving the Begin Date will create new Actual Hours weeks. Click Confirm and the system will create these weeks and enter 0 for the new weeks added.

If hours have been entered for an activity and the End Date is entered for a date prior to some of the weeks for which hours have already been entered, the system will give a warning message that some weeks with hours will be deleted. This is because hours can only be entered for weeks between the Begin Date and the End Date of the activity. The system will delete any hours past the End Date of the activity.

Confirm Activities

Job Search and Job Readiness Asst.

♦ **Warning: By modifying this activity's End Date, the Actual Hours records that had been entered for all weeks starting with the week of Sunday 09/07/2008 and up to the week of Sunday 09/14/2008 will automatically be deleted by the application. Please 'Confirm' if you wish to continue with this change anyway.**

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NAME: YES JET	MWA Referral Type: Work First Referral - 1	Current Staff: CENTRAL STAFF DCD ACSET Admin-Grand Rapids
Customer ID: JETYE0818	Client/Recipient ID#: 61852301	Case Number: X2964171A
FIP Family Status: (1) Single Parent Family	EFIP Status: -	WF Participant Count: 1
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FAP Grant Amount: 133	FIP Grant Amount: 10	RAP Grant Amount: 0

Only four consecutive weeks of JSJR will count toward federal work participation requirements. Hours of participation in JSJR in the fifth consecutive week will not be counted towards participation requirements, nor be applied towards the individual's 240/360 hour 12-month limit. When five consecutive weeks are entered into the OSMIS an error message like the one below will appear.

Enter Actual Hours

♦ **You have entered work hours for five consecutive weeks. As of the week of 06/01/2008, Job Search / Job Readiness can only be counted for four weeks. The fifth week will not count toward Work Participation.**

♦ **If the information you entered is correct, please 'Confirm' to update the registration**

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NAME: YES JET	MWA Referral Type: Work First Referral - 1	Current Staff: CENTRAL STAFF DCD ACSET Admin-Grand Rapids
Customer ID: JETYE0818	Client/Recipient ID#: 61852301	Case Number: X2964171A
FIP Family Status: (1) Single Parent Family	EFIP Status: -	WF Participant Count: 1
Participation Hours: 20 - changed on 09/15/2008	Eligibility Date: 04/10/2008	JS/JR Limit: 240 hours
FAP Grant Amount: 133	FIP Grant Amount: 10	RAP Grant Amount: 0

Use this section to manually enter Actual Hours:

Row#	Week Begin Date	Actual Hours	Excused Absence Hours	Holiday Hours	Type of Holiday
1	08/17/2008	20		N/A	N/A
2	08/24/2008	20		N/A	N/A
3	08/31/2008	20			Labor Day
4	09/07/2008	20		N/A	N/A
5	09/14/2008	20		N/A	N/A

A maximum of 240 hours of JSJR per preceding 12-month period may be counted towards the participants requirements of single custodial parents with a child under age six, and a maximum of 360 hours of JSJR may be counted toward the participation requirements of all other individuals. If more than 240/360 hours are entered into the OSMIS the system will display an error message such as the one below.

Enter Actual Hours

- Job Search/Job Readiness limit is 240 hours per year. All other hours will not count toward Work Participation.
- You have entered work hours for five consecutive weeks. As of the week of 06/01/2008, Job Search / Job Readiness can only be counted for four weeks. The fifth week will not count toward Work Participation.
- If the information you entered is correct, please 'Confirm' to update the registration

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NAME: YES JET	MWA Referral Type: Work First Referral - 1	Current Staff: CENTRAL STAFF DCD ACSET Admin-Grand Rapids
Customer ID: JETYE0818	Client/Recipient ID#: 61852301	Case Number: X2964171A
FIP Family Status: (1) Single Parent Family	EFIP Status: -	WF Participant Count: 1
Participation Hours: 20 - changed on 09/15/2008	Eligibility Date: 04/10/2008	JS/JR Limit: 240 hours
FAP Grant Amount: 133	FIP Grant Amount: 10	RAP Grant Amount: 0

There are ten holidays for which a participant may receive credit towards their total countable hours in unpaid work activities. A total of 8 hours per week with a single holiday, or a total of 16 hours for weeks for with two holidays, can be entered into OSMIS. If more than the limit for a given week is entered into the OSMIS, the system will display an error message such as the one shown below.

Enter Actual Hours

- The number of Holiday Hours you specified in Row# 3 (9) exceeds the overall number of holiday hours for the week of 06/29/2008. During that week, the limit is 8 hours due to the Independence Day holiday.
- Current transaction can not be completed. Please correct above errors and re-submit request

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NAME: YES JET	MWA Referral Type: Work First Referral - 1	Current Staff: CENTRAL STAFF DCD ACSET Admin-Grand Rapids
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FIP Family Status: (1) Single Parent Family	EFIP Status: -	WF Participant Count: 1
Participation Hours: 20 - changed on 09/15/2008	Eligibility Date: 04/10/2008	JS/JR Limit: 240 hours
FAP Grant Amount: 133	FIP Grant Amount: 10	RAP Grant Amount: 0

Use this section to manually enter Actual Hours:

Row#	Week Begin Date	Actual Hours	Excused Absence Hours	Holiday Hours	Type of Holiday
1	06/15/2008	20		N/A	N/A
2	06/22/2008	20		N/A	N/A
3	06/29/2008	20		9	Independence Day

Community Service and Work Experience have a monthly limit on Actual Hours. If more than the allowable hours are entered, which can vary depending on the participant's FIP Grant Amount, the system will display an error like the one shown below.

Enter Actual Hours

- The number of Actual Hours you specified in Row# 1 (55) would cause the overall number of such hours for 'Work Experience' or 'Community Service Programs' activities of this participation and for the month of September, 2008, to total 55 hours. This would be above the limit of 1 hours per month. All other hours will not count toward Work Participation.
- If the information you entered is correct, please 'Confirm' to update the registration

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NAME: YES JET MWA Referral Type: Work First Referral - 1 Current Staff: CENTRAL STAFF DCD
ACSET Admin-Grand Rapids
Customer ID: JETYE0818 Client/Recipient ID#: 61852301 Case Number: X2964171A
FIP Family Status: (1) Single Parent Family EFIP Status: - WF Participant Count: 1
Participation Hours: 20 - changed on 09/15/2008 Eligibility Date: 04/10/2008 JS/JR Limit: 240 hours
FAP Grant Amount: 133 FIP Grant Amount: 10 RAP Grant Amount: 0

Use this section to manually enter Actual Hours:

Row#	Week Begin Date	Actual Hours	Excused Absence Hours	Holiday Hours	Type of Holiday
1	09/14/2008	55		N/A	N/A

WELFARE REFORM SERVICE CODES

<u>Service Provided</u>		<u>Core/Non-Core</u>	<u>Actual Hours</u>
1	Unsubsidized Employment	Core	Up to 26 Weeks in Future
13	Job Search and Job Readiness (JSJR)	Core	Current Week
14	On-the-Job Training	Core	Up to 26 Weeks in Future
17	Work Experience	Core	Current Week
19	Unsub Employment Part-Time	Core	Up to 26 Weeks in Future
20	Unsub Employment Prior to Referral	Core	Up to 26 Weeks in Future
21	JSJR-Sub Abuse Trtmt, Mntl Hlth Trtmt, Rehab Activ	Core	Current Week
30	Subsidized Private Sector Employment	Core	Up to 26 Weeks in Future
31	Subsidized Public Sector Employment	Core	Up to 26 Weeks in Future
32	Job Skills Training Directly Related to Employment	Non-Core	Current Week
33	Community Service Programs	Core	Current Week
35	Education Directly Related to Employment	Non-Core	Current Week
37	Providing Child Care for CSP Participant	Core	Current Week
50	VET-Vocational Occupational Training	Core	Current Week
51	High School Completion	Non-Core	Current Week
52	General Equivalency Diploma	Non-Core	Current Week
72	VET-Condensed Vocational Programs	Core	Current Week
73	VET-Internships, Practicums & Clinicals	Core	Current Week
75	Medical Inactive – 30 days or less	N/A	N/A
80	Assigned to Contact DHS for Deferral	N/A	N/A
81	Assigned to Triage	N/A	N/A